

Creative Flooring Ltd

Acoustic Cork Underlay 10 year limited warranty

PRE- INSTALLATION WARRANTY:

As per our Terms and conditions: -

- 3.1 The Company will replace Goods or refund the price where it breaches the warranty in clause 3.2, subject to the condition in clause 3.4. The Company shall have no further liability to the Customer for consequential loss or otherwise.
- 3.2 The Company warrants that where it supplies acoustic cork underlay it will supply Goods that:
- (a) Match the species of underlay ordered;
 - (b) Are of the dimensions ordered;
 - (c) Fit together;
 - (d) Are free from manufacturing defects i.e. not out of grade, not damaged;
- 3.4 All the items in Clause 3.2 a, b, c, d, must be checked on site by the customer or their installer prior to installation proceeding.
If the installation proceeds, the Company will have no further liability in relation to the issues warranted in Clause 3.2.

10 YEAR STRUCTURAL WARRANTY

Creative flooring warrants its acoustic cork underlay against any manufacturing defects by improper milling, assembly or grading.

10 year structural warranty means that Creative flooring acoustic cork will remain free from delamination in normal environmental conditions.

To ensure best performance of your acoustic cork underlay, all aspects of the acoustic cork underlay installation manual must have been followed.

Damage due to transportation, storage, installation, extreme indoor conditions, extreme sunlight exposure or any other cause is not covered. Exposure to excessive heat, dryness or moisture may cause damage to the acoustic cork underlay.

Creative Floorings liability under this warranty is limited to the supply of replacement acoustic cork underlay only. Creative Flooring does not accept liability for the costs of other related materials, removal or installation.

These warranties apply only applies to the original purchaser and installation site, and is not transferable.

Voiding of Structural Warranty

The following will void warranty:

- * Improper installation or method of installation, irregularities or movement in sub floor.
- * Exposing the floor to extreme sunlight, heat, moisture or dryness
- * Plumbing leaks or natural disasters
- * Any evidence of abuse by pets, heavy furniture appliances or damage caused by them
- * Flooring installed over high moisture content sub floors, or without adequate moisture barriers

To obtain warranty service: -

The end user must in the first instance contact in writing the company the acoustic cork underlay was purchased from, within 14 (fourteen) days after defect is discovered. Original proof of purchase, Bill of Sale or other original documentation must be retained and presented when making any claim.

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